

COUNTY OF FLINT

WELFARE SERVICES



THE REPORT OF THE COUNTY WELFARE OFFICER

FOR THE YEAR

1970

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I N T R O D U C T I O N

In presenting this Report, Mr. Wesley Hughes is closing a chapter on the old order of things and heralding the birth of a new comprehensive service.

I was very impressed when I read the 1969 Report of the County Welfare Officer, as to the refinements that had been introduced into the Welfare Department over the years and, on arrival in this County, I found this was amply justified in what I saw and this has greatly encouraged me particularly when realising what an enormous task the new Social Services Department has to undertake in laying down the foundation for a new pattern of comprehensive services within the priorities dictated by the finances that will be available.

I have been particularly struck by the programme of sheltered housing that has been carried on and, on reading the Report, it is obvious that the Author has some thoughts on a more sophisticated programme of sheltered housing for the future and I feel grateful that both his expertise and experience are being retained in the Department in the hope that we can together launch this new framework.

This is the last Report on the activities of the County Welfare Department and I look forward to being able to present to you an Annual Report on the new structure, at the same time endeavouring to maintain the very high standard that has already been laid down.

DENNIS P. HUGHES

SOCIAL SERVICES COMMITTEE 1970

Chairman of the Committee - Councillor Louis M'Keown, J.P.

Chairman of the County Council - Dr. B.D. Chowdhury, BD, MB, ChB

Vice-Chairman of the County Council - Alderman H.O. Roberts, JP

Clerk of the County Council - T.M. Haydn Rees, DL, Solicitor

The Chairman, Vice-Chairman and Ex-Chairman are, by standing orders, ex-officio members of the Social Services Committee and its Sub-Committees

Alderman	Dr. B.D. Chowdhury	Councillor	Mrs. N.E. Douglas
"	H.O. Roberts	"	J.C. Espley
"	S.T. Ithell	"	T.A. Flett
"	Lt.-Col. R.M. Fitzhugh	"	G.V. Guage
"	T. Fish	"	Dr. W.B.J. Gavin
"	H.M. Jones	"	M.I. Glazier
"	Mrs. E. Williams Thomas	"	E.G. Hett
"	W.R. Williams	"	W. Hughes
Councillor	Rev. W.O. Barnett	"	Mrs. I. Jackson
"	C. Bithell	"	Mrs. E. Jones
"	F. Carroll	"	Mrs. M.E. Risley
"	Mrs. G.M. Davies	"	D.P. Schwarz
"	H.N. Davies	"	Mrs. J.D. Scott
"	R.G. Davies	"	G. Vaughan

Co-opted Members

	Mrs. W.J. Shone		Mrs. M. Ellis
	Mrs. I. Fellows		Mrs. N. Johnson
W.R.V.S.	Mrs. R.T. Smith	N.S.P.C.C.	Mrs. S.E. Fennah

Social Services General Purposes Committee

Chairman - Councillor Louis M'Keown

Alderman	Dr B.D. Chowdhury	Councillor	E.V. Davies
"	Mrs. E. Williams Thomas	"	Mrs. G.M. Davies
"	W.R. Williams	"	Dr. W.B.J. Gavin
"	T. Fish	"	Mrs. I. Jackson
"	Arthur Jones	"	E.L. Lloyd Jones
"	H.O. Roberts	"	W.E. Conway
"	Lt.-Col. R.M. Fitzhugh	"	D.P. Schwarz
		"	Mrs. V.E. Baker

Social Services Western Area Sub-Committee

Chairman - Councillor Elwyn Conway J.P.

Alderman	H.M. Jones	Councillor	Mrs. A.J.A. Harrison
"	Mrs. E. Williams Thomas	"	H.N. Rippingale
"	W.R. Williams	"	Mrs. M.E. Risley
Councillor	L.M'Keown	"	G. Vaughan
"	E.V. Davies	"	Dr. A.F. Mcleod
"	J.C. Espley		

Co-opted Members

Mr. J. Esmor Thomas	Mr. R. Smith	Mr. Matthew H. Jones
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Social Services Eastern Area Sub-Committee

Chairman

Alderman T. Fish

Councillor Louis M'Keown
 " J.C. Bellis
 " C. Bithell
 " Mrs. N.E. Douglas
 " T.A. Flett
 " Dr. W.B.J. Gavin

Councillor M.I. Glazier
 " Mrs. I. Jackson
 " Mrs. E. Jones
 " J.H. Lloyd
 " Mrs. J.D. Scott
 " Mrs. V.E. Baker

Co-opted Members

Mrs. E. Dodd

Dr. Mona L.L. Jones

Mrs. E. Leadbester

Social Services Central Area Sub-Committee

Chairman

Councillor D.P. Schwarz

Councillor Louis M'Keown
 " T. Bithell
 " F. Carroll
 " H.N. Davies
 " J.O. Davies
 " R.I. Davies

Councillor Wm. Hughes
 " Mrs. R.M.S. Humphreys
 " G. Lewis
 " W. Mason Owen
 " Mrs. M.E. Risky
 " W.E. Round
 " Mrs. Clement O. Jones

Co-opted Members

Mrs. Celinwen Parry

Mr. J.R. Petrie

STAFF

DEPARTMENTAL OFFICERS AS AT 31ST DECEMBER, 1970

COUNTY WELFARE OFFICER

T. Wesley Hughes
 F.Inst. S.W.

Deputy County Welfare Officer

Eric W. Arrowsmith

Administrative Assistant

Edryd M. Matthews

Accounts Clerks

R.W. Bithell
 Miss M.M. Parry
 Miss M.G. Hughes

Clerical Assistant - Part-time (Y Gorlan)

Mrs. B.M. Williams

Senior Area Welfare Officer

Eastern Area

W.J. Williams,
 Shire Hall, Mold.
 Tel. Mold 2121

Western Area

Ivor Hughes,
 Craig Mor,
 Russell Road,
 Rhyl.
 Tel. Rhyl 51622

Area Welfare Officers

Eastern Area

J. Bryn Jones,
Shire Hall, Mold.
Tel. Mold 2121

Central Area

Gareth G. Bellis,
Shire Hall, Mold.
Tel. Mold 2121

Asst. Area Welfare Officer

Mrs. Alys Lloyd,
Shire Hall, Mold
Tel. Mold 2121

Trainee Welfare Officers

Mr. Trevor Dymont.
Miss Yvonne J. Gregory.

SUPERINTENDENT AND MATRONS - HOMES FOR THE AGED

Mr. G. A. Smith
Mrs. E. M. Smith, SRN
Mrs. M. Lloyd, SEN
Mrs. G. Williams, SEN

Superintendent
Matron
Assistant Matrons

Y Gorlan, Brighton Road,
Rhyl.
Tel: Rhyl 2723

Miss G. Asquith, MBE, SRN
Miss M. Lloyd Jones
Miss E. Owen, SEN

Matron
Assistant Matrons

The Lawn, Russell Road,
Rhyl.
Tel: Rhyl 4844

Mrs. E. M. Williams, SEN
Miss D. Evans, SEN

Matron
Assistant Matron

Plas Coed, Dyserth Road,
Rhyl.
Tel: Rhyl 4147

Mrs. A. P. Richards, SRN

Matron

Park House,
Nant Hall Road,
Prestatyn.
Tel: Prestatyn 4382

Miss S. M. Jones, SRN
Mrs. A. M. Williams

Matron
Assistant Matron

Carr Holm,
Bastion Road,
Prestatyn.
Tel: Prestatyn 3526

Mrs. K. Lloyd, SRN
Miss M. Roberts

Matron
Assistant Matron

Llys Nant, Marine Road,
Prestatyn.
Tel: Prestatyn 4844

Miss P. Denman
Miss E. D. McTomney SRN

Matron
Assistant Matron

Hafan Glyd, Shotton Lane,
Shotton.
Tel: Connah's Quay 2059

Mrs. E. G. Wynne, SRN
Miss E. R. Davies, SEN

Matron
Assistant Matron

Llys Alun, Clayton Road,
Mold.
Tel: Mold 2846

Mrs. E. O. Hughes

Warden

Erw Groes,
Homeless Persons' Unit,
Old Chester Road,
Holywell.
Tel: Holywell 3157

T.M. HAYDN REES DL
CLERK OF THE COUNTY COUNCIL

COUNTY OFFICERS

County Medical Officer

G. Wyn Roberts, MB, BCh, BAO, DPH

Director of Education

J. Howard Davies, BA

County Treasurer

Sidney Elmitt, AIMTA

County Architect

R.W. Harvey, ARIBA

Chief Fire Officer

B.A.W. Mortley, MFireE, AFICD

Children's Officer

Mrs. Lucy Davies, BA

County Librarian

Glyn Davies, FLA

Consultant Geriatricians

Dr. June P. Arnold MD, MRCP (Clwyd and Deeside Hospital
Management Committee)

Dr. Evan Griffiths, MB, BS (Lond.). LRCP, MRCS, FRCS (Edin),
FRCS (Eng) (Wrexham, Powys and Mawddach Hospital Management
Committee)

Consultant Psychiatrist

Dr. G.T. Wynne Williams, MS (Lond.), DTM (North Wales Hospital
for Nervous and Mental Disorders, Denbigh).

Registrar General's Estimate of Population 1970 mid-year.

Urban and

<u>Municipal Boroughs</u>	<u>1970</u>	<u>1969</u>	<u>Change</u>
Buckley	10,750	10,120	+ 630
Connah's Quay	12,010	11,430	+ 580
Flint	14,830	14,650	+ 180
Holywell	8,850	8,750	+ 100
Mold	8,180	8,040	+ 140
Prestatyn	14,080	13,670	+ 410
Rhyl	21,500	21,510	10

Rural Districts

Hawarden	43,010	42,020	+ 990
Holywell	23,530	22,950	+ 580
Maelor	4,840	4,870	- 30
St. Asaph	<u>11,490</u>	<u>11,200</u>	<u>+ 290</u>
	<u>173,070</u>	<u>169,210</u>	<u>+3,860</u>

Mr. Chairman, Ladies and Gentlemen,

In submitting this Report, I am conscious of the nostalgia that one experiences as one looks back on the disappearance of one Department and then looks forward to its emergence as part of a greater and more important branch of local government.

This will be the last Report that I shall submit to you as County Welfare Officer.

The Welfare Services of this County are now undergoing a tremendous change of both integration of existing Services and the exploration of new fields of research and development. I have spent upwards of 35 years in Social Work. This is an enormous span in one's lifetime and I have seen the emancipation of the Social Services from the old Poor Law days to the present specialised Services that are offered today. This meant a tremendous leap forward in the outlook of a Welfare Authority and in their relationship with the public. After 1948, there was a division of the Social Services that were administered under the old Poor Law System. A system of selectivity was introduced, inasmuch as a more enlightened service was provided for the care of children; residential care for aged persons was taken out of large institutions, which were formerly workhouses, and smaller Homes were both adapted and erected, which provided a very high standard of care and attention. It became obvious that, with the introduction of modern medical care, our elderly people would enjoy a longer span of life than was previously the case. It was, therefore, necessary to re-orientate our way of thinking and, instead of arranging an expensive programme of residential accommodation, we took a more sophisticated look at the situation and embarked upon a scheme of domiciliary welfare. This included, in the earlier days, the boarding out of elderly people. Side by side with this, we introduced a Meals-on-Wheels Scheme, which has now been developed to cover practically every town and village in the County. We also developed a Chiropody Scheme, which is provided for every person in the County who wishes to take advantage of this service. But, more important than all these services, was the programme of special housing that we launched in 1962. Admittedly, we were a little behind other Authorities in getting this scheme off the ground but, after doing a bit of expert salesmanship, Housing Authorities realised the wonderful benefits that this type of development would produce, both as a means of providing housing for the elderly and, conversely, relieving their own housing situation because, by then, many elderly people were occupying Council houses that were too large for them. By the end of 1970, we clearly outstripped every Authority in Wales in the

provision of this type of specialised housing.

There has been a measure of experimentation in the development of our Services and I have been fortunate in having behind me a man, as Chairman of the Social Services Committee, who has dedicated himself to the further development of Social Welfare. I am deeply indebted to Councillor Louis M'Keown for his encouragement and support during the years we have worked together. I am also indebted to those Members of the County Welfare Committee and, indeed, to the entire County Council for their support. Over the years that I acted as County Welfare Officer, I have made many valuable and loyal friends both from amongst Members of the County Council and my colleagues, and this has greatly enriched my life. Although I am now drawing towards the last few years of my working life, I am deeply conscious of the launching of this new programme of social development in Flintshire and am very proud of the part that has been allocated to me by your Council.

Up to the end of 1970, our trend lay in the provision of a comprehensive community service for the aged and this has acted as a good exercise in the setting down of the new community services of the future. I have always emphasised the importance of community care and our pattern of the future will be three-fold - Day Care; Short Term; Permanent and Rehabilitation Facilities. With the growth of sheltered housing, I can foresee a larger demand for temporary care from persons occupying this type of accommodation: people who will require some form of rehabilitative care and then return to their normal accommodation in sheltered housing. I look forward to the coming into operation of Section 45 of the Health Services and Public Health Act, 1968. Although we have extended our domiciliary services as far as financial means will allow, this Section will empower us to look at other ways and means of providing community services.

During 1971, we must look at a wider horizon than previously. The new type of service will be both a family and community service. For years we have been accustomed to providing services for one section of the community; we shall have to accept new challenges and there will be new fields to conquer. This will not be easy in the light of financial restrictions that are imposed upon us and we shall, at least in the early years, have to resort to a great deal of improvisation. We cannot hope to launch a completely new service right away. Integration will be the first step to take, then research and development will follow in its wake, and the latter criterion will be the foundation stone for new services to be developed.

I am grateful to all the Housing Authorities for their excellent co-operation during 1970 and before that, in the provision of sheltered housing. Over those years, our rate of development for residential

accommodation has been somewhat retarded because I was anxious that sheltered housing should not be held back with the money that was available. I now realise that we must accelerate our development of residential accommodation during the next five years to enable us to meet the demand that is bound to come when our elderly folk are no longer able to cope independently.

1970 has seen the opening of Llys Nant, Prestatyn, with provision for 45 beds. It is expected that Llys Gwenffrwd, Holywell, will be ready early in January 1971. This is a similar sized Home to that of Llys Nant, and our programme includes the erection of another Home in Flint during 1971/72 and one in the Maelor in 1972/73.

In 1970, we opened premises at Holywell as a Rehabilitation and Temporary Accommodation Unit, known as Erw Groes. At the same time, we have carried out an intensive case work system with problem families and, during 1970, we have dealt with 40 cases, who might otherwise have been evicted for rent or mortgage arrears or anti-social habits. I am confident that this enterprise is already paying dividends as a means of prevention and, during November, we held a conference with Housing Authorities, as a result of which it is hoped to introduce a scheme whereby they will provide intermediate accommodation to take those few families who inevitably fall through the net of our preventive service, due to the fact that the early warning system had failed to operate.

We have also, during the year, had conversations about the provision of a Unit for Day Care. This is a new departure in the care of the elderly, which I feel sure will be most acceptable to families who might otherwise abdicate their responsibility for elderly relatives. I would like to see a Unit established in a central part of the County where 35 elderly persons could be accommodated each day who, because of family strain, might otherwise have to become permanent residents in Homes for the Aged. This service will, to a great extent, encourage families to retain their elders for longer than is now the case and will be a new facet of domiciliary care that has only been tried out in a very limited capacity so far. We cannot expect our existing Homes to cater for more persons, even during the day, than they were originally built for.

We were fortunate, during 1969, to receive a substantial grant, under the Urban Aid Programme, and this has been used to extend the Meals-on-Wheels service to the more remote parts of the County.

I am firmly convinced that, due to the extensive development of Local Authority housing in this County, the Welfare Department must be prepared to extend its services as widely as possible to those Authorities, if the housing accounts are to be properly balanced. There

will inevitably be a section of the community unable to put their priorities in the right order and who will always be in arrears with their payments, whether they be for rent, mortgage, Hire Purchase on furniture, or whatever else is undertaken. This is one of the complexities of human life. One sometimes wonders whether the Housing Departments of District Authorities should be strengthened to enable them to have on their staff not only rent collectors, but officials whose duty it would be to keep a close supervision on families of this type, who are to be found on every Housing Authority's books. The Welfare Department over the years has developed a close liaison with Housing Authorities, County Courts, Building Societies and any agency connected with housing and for the collection of debt. The only incidents where one can be caught unawares is where people are evicted by a private landlord and where we have not previously been informed of any action to be taken. If the Department is given reasonable notice by private landlords, officers of the County Courts, or Building Societies, of any proposal to evict, then it goes into action within the hour to see what can be done to avert an eviction. This action does not stop at the settlement of the immediate crisis, but a system of after-care supervision is carried out for a long time afterwards to ensure that the family does not fall by the wayside. Again, there are, I am sure, many families in the County of Flintshire, who are grateful to the officers of the Welfare Department for their advice and guidance when this crisis has befallen them, albeit there might have been a great deal of straight talking required in the initial stages.

I sincerely hope that the excellent work that has been carried on by this section of the Welfare Services will be pursued in a wider and more specialised way in the new Department.

I remain, Ladies and Gentlemen,
Your obedient servant,

T. WESLEY HUGHES,
County Welfare Officer.

THE YEAR'S WORK

This has been a year of preparation and transition. The Triennial Local Government Elections took place in May and we saw new Members on our Committees and said farewell to others whom we had grown to respect over previous years.

On 29th May, 1970, one of the greatest pieces of Social legislation was put on the Statute Book. I refer to the Local Authority Social Services Act, 1970. In the formation of the new Committee structure, the Welfare and Children's Committees disappeared and a Social Services Committee grew out of the ashes. This was the foundation for a new Department which will emerge on 1st January, 1971.

Our new Director of Social Services Designate, Mr. Dennis P. Hughes, was appointed and commenced on 2nd November, 1970. Since then, there have been many consultations, plans have been made and remade and a lot of rethinking has taken place. The new Department will have far wider horizons and new fields to conquer but, as some of these have hitherto remained untouched by existing Departments, it will be necessary to make haste slowly.

As always, our greatest difficulty has been the financial restrictions imposed at Budget time. This is a severe impediment to progress and, over the years, our development of residential accommodation has been slow compared with neighbouring Counties but, on the other hand, we went right ahead with the making of grants to District Housing Authorities in the provision of sheltered housing. During 1969 - 1970, the emphasis has been on Warden-Controlled Schemes and the upgrading of existing Schemes by the appointment of Wardens and the introduction of Call-Bell Systems. We are now paying Grants to the order of £41,000 under Section 56 of the Local Government Act, 1958 and, in the light of future projections, these will increase.

I am more than convinced that these, supported by other domiciliary Schemes, Meals-on-Wheels, Home Helps, Chiropody Visiting Services, were the right priority lines to follow, because the provision of sheltered housing has a two-fold benefit. Apart from providing better standards for elderly citizens, often larger Council houses are released for younger families and good housing is essential to good living. Details of sheltered housing will appear later in the Report, together with details of Meals-on-Wheels, Chiropody, and nourishing diets and mobility, so essential in these days of changing pattern of life. It is expected that the new Department will want to have consultations with Housing Authorities to study a more specialised form of sheltered housing as future projects are put forward..

No longer can we rely on the village shop or the one on the corner of the street to supply our needs, these having succumbed to the large supermarkets in the nearest towns which trade on a cash and carry basis, resulting in a pattern of shopping for the week and a journey by 'bus or car. This is only possible for the more ambulant types and fares are a heavy drain on low incomes.

We have looked at the Transport Act, 1968, to some extent but this will be of little help to the types it was designed to assist if rural 'bus services will be withdrawn and there is a good opening for the mobile shop to fill this need but on a far more elaborate scale than what we have seen in the past.

July saw the opening of Llys Nant, Prestatyn, our third purpose-built Home. This caters for 45 elderly persons of both sexes. Mrs. Kathleen Lloyd was appointed Matron and took up duties on May 1st, before the Home was completed. The official opening ceremony, however, could not be held until December 10th, when the Home was declared open by Idwal V. Pugh, Esq., C.B., Permanent Secretary at the Welsh Office.

This Home will be closely followed in January 1971, by another at Holywell, to be known as Llys Gwenffrwd, to cater for 45 persons of both sexes and it is expected to commence building a third at Flint in 1971/72. Others in the pipeline are a twenty-bed Home at Overton in 1972/73, and a Home for 35 physically handicapped at Mold in 1972/73.

It has been the prerogative of Voluntary Organisations to provide this specialised accommodation, viz., Leonard Cheshire Homes and Homes for Spastics, but as they are so distantly placed, there are no less than 26 Flintshire persons accommodated and this will provide an opportunity for them to live in their own County. The completion of this programme is now being accelerated in the light of the Chancellor's statement of September when it was announced that, in spite of stringency, money would be available for the Social Services.

January saw the opening of Erw Groes, our Homeless Families and Rehabilitation Unit at Holywell and the setting up of an intensive Case Work System to deal with problem families. During the year, 9 families have been through the Unit for various periods and 40 families have been under supervision for rent and mortgage arrears and other types of social problems. The majority were referred to us by Housing Authorities. Amongst this number, only 6 were evicted and had to be admitted to Erw Groes and this because we had not been warned in time.

An important conference was held in November to consider the provision of intermediate accommodation by Housing Authorities. This means the setting aside of old housing owned by the District Council which could be provided for families in the Homeless Persons' Unit, who are on a Housing Waiting List, who might otherwise be on for years or who were previously evicted from Council or private houses. Unless Housing Authorities are willing to make this provision, then our Homeless Persons' Unit will choke up and cannot fulfil its purpose.

On examining our developments over the years, I think we have made great strides since 1948 but, in the light of relaxations and the enroachment of permissiveness in human society, our future problems will not lie in the higher age groups but amongst the younger groups and the problems they create as they progress up the age scale and, in this respect, I am reminded of those lines of Dewi Emrys -

" Hen linell bell nad yw'n bod,
Hen derfyn nad yw'n darfod.

which translated, means -

" That distant line that knows no limit,
Those boundaries that are infinite. "

In other words, modern society will require limitless support throughout the ages if it is to be prevented from self-disintegration.

PARTICULARS OF RESIDENTIAL ACCOMMODATION AVAILABLE

It would be remiss of me to repeat what I said in previous years, but what is important is to put on record details of alterations and improvements that have been carried out during the year. Owing to the numbers, our Homes have to stand up to heavy wear and tear and we have to keep up to modern standards.

At Park House, we installed a new bell system to connect the annexe up to the main building. Also, a medic bath was installed to replace an old traditional type, which was awkwardly situated. A fire escape was also fitted to the annexe to comply with fire precautions.

We also installed a medic bath at Y Gorlan, Rhyl. This is a more refined type of bath and will eventually replace all the traditional types in future Homes as it saves lifting and is much safer for elderly infirm. We also carried out a programme of interior decor. This is phased in our Homes so that some part of a Home is decorated every year. It was also necessary to put in a modern automatic fire alarm to connect with the console at Fire Headquarters. The old service lift which existed when the Home was acquired 12 years previously, was also replaced as it had completely worn out.

We were able to complete the extension to the toilets at Carr Holm, Prestatyn.

A new face lift was given to The Lawn. This Home had received some heavy wear since the opening in 1950 and there were many deficiencies in spite of the efforts of the Matron. Because it was an all-male Unit, it had a somewhat monastic appearance and it was, therefore, decided to extend the premises by the erection of a visitor's room and Matron's Office, and to remove a screen in the hallway, thus enlarging the western entrance.

This gave us a new and larger occupational therapy room and the provision storeroom has been enlarged, which enables the Matron to keep larger stocks which, under her personal supervision, will ensure a saving in the future. The central heating boilers were also completed and we acquired a first class drying area in the basement. New toilets, both indoor and outside, were made and a new call bell system and self-closing doors were fitted. Some interior decoration was carried out and new floor covering was laid down on part of the house. We are now gradually infiltrating some ladies into this Home and will eventually cater for 40 men and 10 ladies, reducing the numbers to 50 at the end of December. The arrival of the ladies has already had a good effect on the men. This is noticeable both in manner and appearance.

Plas Coed, Rhyl, which was acquired by us in 1968, has also received our closest attention. We are slowly bringing this up to standard. During 1970, it was necessary to rewire the place and renew the call bell system. The Assistant Matron's flat was altered and the kitchen modernised. Staff toilets were erected and a new staff bathroom was completed and new floor coverings laid for part of the house. It is hoped that this will be completed by 1971. The former gas central heating system was replaced by oil and it is hoped that some attention will be given to furniture replacement during 1971/1972.

It was not necessary to spend much at Hafan Glyd this year. Some interior decor was carried out. A new sink unit was fitted and an electric hot cupboard. The old one had been obsolete for many years.

Similarly, at Llys Alun. Some interior decor was carried out and other minor matters were attended to.

Llys Nant, which received the first residents in July, was commenced in August 1968 but suffered several delays beyond our control and that of the builder. This is a delightful Home, well constructed and conveniently situated in Prestatyn. To those who may not have attended the opening ceremony or visited the Home when open house was declared, I would recommend a look round. I am a firm believer in establishing public relations and, during August, we declared open house and invited all types of organisations and the Churches to visit. This firmly established the Home in the minds of the public.

Although we gained increased beddage at Llys Nant, we were obliged to displace some men and another twelve ladies from The Lawn and Dolanog, owing to alterations that were being carried out at these two Homes. They were only returned in November so that the full benefit of this new Home was not felt until then. Dolanog is owned by the Trustees of the Women's Convalescent Home, Rhyl, and the County Council entered into arrangements for 40 elderly ladies to be accommodated there. During 1970, the sleeping accommodation at this Home underwent a complete modernisation and a bungalow was built in the grounds for the Matron and her family. Whilst on this note, I am of the opinion that further Homes should have staff accommodation outside the main building, but within the grounds, if we are to recruit the right type of staff. This is essential to good working conditions for our caring staff.

The total accommodation provided in the County at 31st December, 1970 is as follows:-

	<u>MALE</u>	<u>FEMALE</u>	<u>TOTAL</u>
Y Gorlan, Rhyl	28	62	90
The Laen, Rhyl	15	37	52
Plas Coed, Rhyl		27	27
Park House, Prestatyn		25	25
Carr Holm, Prestatyn		26	26
Llys Nant, Prestyn	16	30	46
Llys Alun, Mold	16	32	48
Hafan Glyd, Shotton	8	36	44
	<u>83</u>	<u>275</u>	<u>358</u>
Provided in Voluntary Homes:			
Dolanog and others	7	48	55
Provided in Special Homes:			
Blind Homes	8	6	14
Homes for Physically Handicapped	<u>16</u>	<u>10</u>	<u>26</u>
	<u>31</u>	<u>64</u>	<u>453</u>
Provided in Homes belonging to other Authorities:-	9	4	<u>13</u>
			466
No. Boarded-Out at 31st Dec., 1970			<u>59</u>
			<u>525</u>
No. accommodated at the Homeless Families Units at Y Gorlan and Erw Groes (this includes 13 children):-	12	10	22

An interesting point is the breakdown in the respective age groups and physical and mental and social need groups

	<u>County Homes</u>	<u>Blind Homes</u>	<u>Homes for Handicapped</u>	<u>Homes belonging to other Authorities</u>	<u>Voluntar Homes</u>
Below 60 Years	2		18		
60 - 65	11	3	2		
65 - 70	15	7	6	2	
70 - 75	60	4		4	5
75 - 80	70			4	7
80 - 85	92				10
85 - 90	79			3	10
90 +	25				6

A survey of cases during the year revealed that the admissions fell into three classifications, as follows:-

<u>Physically Handicapped</u>	<u>Mentally Handicapped</u>	<u>In Need Of Care and Attention</u>
41	74	277

Regular inspections of Homes are carried out by Members of the Committee at quarterly intervals and reports submitted to the Area Committees and action reported upon. Similarly, the Committee is very mindful of the importance of regular fire drills and inspections. Lifts are also subject to regular inspection under a contract entered into with the manufacturers.

The number of persons admitted to Homes during 1970 amounted to 242 (77 Males and 165 Females) and referalls fall into the following headings:-

<u>From Hospital</u>	<u>From the Community</u>
56	186

Three were admitted under compulsory orders and this is only resorted to in extreme cases by District Councils as local Health Authorities.

MAINTENANCE CHARGES AND OTHER COLLECTIONS

It has again been necessary to increase the standard charge from £10: 17: 1d. to £12: 5: 0d. as from 1st October, 1970. It is unfortunate that these charges will continue to rise due, in the main, to rising wage awards and the necessity to regrade many of the staff employed in our Homes, consequent to an Agreement reached with the Whitley Council for Health Services on job evaluation. However, I find that, owing to our methods of regular revision of financial resources, the number of those able to pay the standard charge is decreasing year by year as is shown in the following chart:-

	<u>31.12.68</u>	<u>31.12.69</u>	<u>31.12.70</u>
No. paying standard charge	31	30	19
No. paying more than minimum but less than standard charge	96	89	150
No. paying minimum charge	214	226	223

Account should be taken of the extra 46 Admissions to Llys Nant during 1970.

The total amount collected during the year was as follows:-

Maintenance charges	£92,680	11	3
Homeless Families' Units:			
Rent of Flats - Y Gorlan	182	5	0
Rent of Flats - Erw Groes.....	490	16	6
Meals-on-Wheels	3,990	14	9
Paid into Suspense Account	12,895	9	0
Old Poor Law Arrears	137	11	8
Receivership Fees	300	18	0
Day Centres	308	8	6
Miscellaneous Receipts	63	4	11
Collections)			
)			
Out County Cases)	532	6	8
	<u>£111,582</u>	<u>6</u>	<u>3</u>

BOARDING OUT SCHEME

This Scheme has been in existence since 1954 and is part of domiciliary arrangements carried out by Welfare Officers in the field and has provided some relief when residential accommodation is limited but, as only very infirm aged are admitted to residential accommodation, those referred for Boarding Out are mostly mobile aged who are mentally alert and only require shelter, but are unable to obtain this without social support, which is continued after settling in to ensure that standards are maintained.

Many ex patients from the Mental Hospital have also been boarded out in large boarding houses in Rhyl but these are under the supervision of the Mental Health Department for the present.

Doctors, other social workers and the Department of Health and Social Security Local Offices often refer cases and we feel that a worthwhile job is carried out when a successful placement is made.

Particulars of Boarding-Out establishments on the Department's Register at 31st December, 1970, are as follows:-

	<u>MALES</u>	<u>FEMALES</u>
Mrs. Angel, 2 Cobden Terrace, Rhyl	2	-
Mrs. Boach, 23 Central Ave., Prestatyn	-	1
Mrs. Banks, Durlston, Victoria Rd. West, Prestatyn	-	4
Mrs. Clubb, The Rowans, Linden Walk, Prestatyn	-	6
Mrs. Dunn, 93 Victoria Road, Prestatyn	-	1
Mr. Dupont, 4, Paradise St., Rhyl	1	-
Mrs. Hughes, The Haven, 46 Beach Rd. East, Prestatyn	2	2
Mrs. Holmshaw, Stoneby, Stoneby Drive, Prestatyn	-	8
Mrs. Jones, Armonville, Cwm Road, Dyserth	1	6
Mrs. Jones, Pont Faen, Rhuddlan	-	2
Miss Lewis, Cae Ucha, Pantymwyn	-	1
Mrs. Lowry, 6 Sea Road, Prestatyn	-	1
Mrs. Roberts, 35 Beach Rd. West, Prestatyn	-	2
Mrs. Sergeant, Highcroft, 22 Bryntirion Drive, Prestatyn	-	3
Mrs. Smith, 19 Brighton Road, Rhyl	-	3
Mrs. Vicossa, Brookdale, 3 Victoria Park Ave. Prestatyn	-	5
Mrs. Walls, 4 Gorphwysfa Ave., Prestatyn	-	1
Mrs. Williams, 63 Gronant Rd. Prestatyn	-	5
Mrs. Williams, Trebeirdd, Mold	<u>2</u>	<u>-</u>
	<u>8</u>	<u>51</u>

TOTAL 59

SECTION 37 OF THE NATIONAL ASSISTANCE ACT

REGISTRATION OF DISABLED OR OLD PEOPLE'S HOMES

The National Assistance (Conduct of Homes) Regulations, 1962, placed additional powers upon the County Council as Registration Authority and laid down certain basic rules governing the management and conduct of Voluntary and Private Residential Homes generally.

Regular inspections are carried out at all registered Homes and close liaison is maintained with the proprietors to ensure that standards are maintained.

Premises registered as at 31st December, 1970 are:-

ABBEYFIELD HOUSE, HIGHFIELD PARK, RHYL
ABBEYFIELD HOUSE, EARL ROAD, MOLD
CORNIST HOUSE, FLINT
GLYN ABBOT, BAGILLT ROAD, HOLYWELL
PRENGWYN VILLAS, DYSEARTH
DOLANOG, RUSSELL ROAD, RHYL
HENSHAW'S BLIND HOME, RHYL

The following is no longer on the Register owing to change of owner, but it is expected that re-registration will be recommended during 1971 when adaptations are completed:-

Sandford, Gronant Road, Prestatyn.

Application for registration was also submitted in respect of "Markville", Thorpe Avenue, Rhyl, which complies with all fire prevention standards but, as the trained nurse employed there left, the Home does not comply in this respect and registration, although approved, has not been granted until this requirement is fulfilled.

TEMPORARY ACCOMMODATION AND THE REHABILITATION OF HOMELESS FAMILIES

It is now one year since Erw Groes, Holywell, was opened and only a few days afterwards, it was necessary to admit the first family. This was shortly afterwards followed by two others and, of these three families, two of the original admissions are still with us

One encouraging note is that not one family was evicted by Housing Authorities during 1970 and this is due to the intensive case work carried out with problem families referred to us by Housing Authorities. The majority of these were persons in arrears with rent and mortgage payments and when their financial circumstances were closely inspected, it was found that they were heavily involved with other items of debts as well. This work is very time consuming and takes up many hours of our Officers' time, often in the evening and on a Saturday morning. Appointments have to be made with husbands who are, in some cases, unaware of the position; in other cases, they do not want to know and a tremendous amount of advice and guidance is required to save the situation and ensure that no further deterioration takes place.

During the year, a total of 9 families have been admitted for varying periods. Of this number, 8 were evicted from private accommodation; 4 only remained for very short periods and went to accommodation found for them by relatives.

This Unit at Erw Groes has already proved its worth as a stop gap but, unless the District Councils will provide intermediate accommodation - and it is earnestly hoped that this will be possible in 1971 - then the entire scheme will collapse due to the choking up of this and the one at Y Gorlan.

I must also emphasise the importance of Social Workers maintaining the closest contact with Housing Authorities in order that early warning can be given of deterioration in rent collections and there should also be a system set up so that County Council Officers should notify the Department immediately a case comes to their notice. There is a far greater risk of eviction taking place from privately owned accommodation, due to the lack of early warning from private landlords. In four cases dealt with in 1970, the Department only received notification when the eviction was about to take place and in three of these cases, the families had to be admitted to temporary accommodation as no evasive action could be taken. As more cases of this type are found on Local Authority Housing Estates, one wonders if their rent collecting systems are sufficiently flexible to combat the current problem.

The following chart denotes how the case work during 1970 compares with that of the previous year:-

	<u>1969</u>	<u>1970</u>
(a) No. of cases of all types dealt with during the year	335	328
(b) No. of eviction cases dealt with	230	139
(c) No. of problem cases under supervision	239	319
(d) No. of cases admitted to temporary accommodation	5	19
(e) No. of visits carried out on all types of cases during the year	1,000	850

MEALS-ON-WHEELS

This Service has become an important part of our domiciliary services. I am pleased to report that a further expansion took place in 1970 when the Scheme was extended to Bangor-on-Dee, Rhosesmor, Rhesycae and Bagillt and Schemes were reorganised at Flint and Shotton. Further consultations are taking place at Trelawnyd, Hope, Hawarden and Sandycroft, where it is hoped to extend the Scheme in 1971.

Doctors, district nurses and health visitors continually refer cases to us and to the local organisers. The decision as to who shall have meals is left with the local organisations, who are intimately connected with people of their own district.

Our aim is to have a Scheme in every town and village in the County. It is hoped to achieve this during 1971/1972 and then explore the possibility of providing more meals per week to those who can benefit most from this Service. This will need careful organisation and close co-operation with those providing the food and, in this respect, I am very interested in the experiment now being carried out in one or two of our Schools with convenience foods. These are prepacked meals which can be heated up to edible standards in special type ovens. They appear to be very popular with those children who have already sampled them and are an improvement on the traditional types.

I am afraid that dependence on existing voluntary organisations, as such, to do this extra work, cannot be expected but it is hoped to recruit volunteers to be attached to each social work team, whose role will be to maintain contact with lonely aged, who might otherwise be cut off from normal community life. If the right type of person can be recruited, they will provide a valuable adjunct to existing overtaxed social workers who can then devote more time to pure case work and constructive ideas.

In this age of changing habits, such as restricted and expensive transport services and the disappearance of the village shop, elderly people will be the first to suffer hardship because of their dependence on these services and it must be one of the new Department's priorities to see that no one is found to be in need of food. We have arrested the once all too frequent discoveries of elderly people suffering from malnutrition and it is essential that standards do not slip because of other causes.

Those persons to whom the Scheme applies are -

- (a) Persons of pensionable age living alone;
- (b) Married couples to pensionable age living alone where either both suffer from illness or infirmity or where the wife suffers from an illness or infirmity which handicaps her from carrying out normal household duties, or where the husband suffers from illness or infirmity, which necessitates him receiving nursing or substantial assistance from his wife, and
- (c) Handicapped persons living alone.

There are now 36 Meals-on-Wheels Schemes operating throughout the County and carried out by various types of voluntary organisations, as shown in the following chart:-

Total no. of Schemes in operation at 31st Dec.,.....	36
No. of meals distributed during the year in respect of	
Schemes in operation, amounted to	66,347
No. of meals served in the 3 Luncheon Clubs	16,476
Total no. of containers held throughout the County.....	106
Cost of the meals for the year	£7,365
Cost of equipment purchased during the year.....	£ 233 13 0
Cost of transport	£2,374 7 2
Total cost of the Scheme	£9,973 0 2
Income from meals	£4,188 5 6
Nett cost of the Scheme	£5,784 4 8
No. of Schemes supplied from School Kitchens.....	19
No. of Schemes supplied by Industrial Canteens.....	2
No. of Schemes supplied by Darby & Joan Clubs:-	
(a) for the whole year.....	4
(b) during school holidays.....	1
No. of Schemes supplied by Private Caterers	8
No. of Schemes supplied by Hospitals:-	
(a) for the whole year	2
(b) during school holidays.....	1
No. of Schemes supplied by H.M. Forces	1

The above are operated by Voluntary Organisations who receive a Grant from the County Council under Section 31 of the National Assistance Act, which is paid quarterly to cover the cost of transport and food.

The W.R.V.S. at Rhyl and Prestatyn, which also covers Gronant and Meliden, receive annual grants from the County Council. They also run luncheon clubs, which are open as follows:-

Rhyl - 3 days per week

Prestatyn - 4 days per week

Holywell W.R.V.S. also run a luncheon club which is open 1 day per week and, at the end of December, the Mold Darby & Joan Club was opened in new premises in Grosvenor Street and it is hoped that this will provide coverage for the Scheme during school holidays, when normal supplies are not available.

I am indebted to the Director of Education and the School Meals Organiser and his staff and also to all the other suppliers, for their enthusiasm and ready co-operation. Mr. Emlyn Parry, who had acted as School Meals Organiser for many years, retired during August and was succeeded by Mr. R.J. Newby, who has shown much enthusiasm and I feel sure will be of great support to the new Department in the future.

CHIROPODY

This service is probably the only one in the country to be operated by a Welfare rather than a Health Department and, during its existence, there have been no complaints either from practitioners or those receiving treatment. Its value to the elderly is of immense importance and helps their mobility. This service is also carried out regularly at all our Homes for the Aged, but whereas this is free of charge to the residents as part of the service provided, the service to the aged in the community is not free but at a much reduced charge and is heavily subsidised by the County Council.

As from 1st April, 1970, increased charges were agreed with the Whitley Council for the Health Services and, similarly, the proportion to be paid by the patient was increased as follows:-

Surgery fees	12/-d
Domiciliary	19/-d
Sessional fees	Single 58/-d
	Double 97/-d

The increased proportion to be paid by the patients is now:-

Surgery	4/-d
Domiciliary	6/-d
Sessional	4/-d

The remainder of the charge is subsidised by the County Council.

Details of treatments provided, together with costs during the year are as follows:-

Surgery treatments	12,809
Domiciliary	4,198
Mileage	5,501
No. of Dressings	435
No. of Sessions	175
Total cost of the Scheme	£8,910 19 5d

After the end of March 1971, the provision of Chiropody Services will be transferred to the Health Department and the Service will then be provided under Section 28 of the Health Service Act as a part of the care and after care services.

WAITING LIST

Because of the heavy pressure for accommodation, our waiting list is revised almost daily and admissions are controlled by the degree of priority. The number admitted to residential accommodation during 1970 was 77 Males and 165 Females, a total of 242 persons. Of this number, 186 were from the community and 56 from hospitals.

The number of persons on the waiting list at the end of December 1970 was Females 101; Males 70.

SPECIAL ACCOMMODATION BY HOUSING AUTHORITIES FOR THE ELDERLY AND PHYSICALLY HANDICAPPED

By the end of 1970, it is confidently expected that Flintshire will have outstripped all other Counties in the provision of special housing for the elderly. As I have said earlier, our contribution to Housing Authorities is now in the order of £40,000 per annum. Good housing is the basis of good welfare and the provision of special housing for the elderly is the most important contribution that can be made which not only minimises risks, but where wardens are employed, good standards can be maintained and early warning systems provided to avert social breakdown.

At the mid 1969 estimate, the population of the County was 169,210. Of this number, 23,600 were over 65 years of age. By mid 1970, the population had risen to 173,070 and an estimated population of 24,560 are over 65 years of age. The rapid development of special housing for the aged has released a number of larger dwellings to become available for younger families. Similarly, much old property on the condemned list is being demolished to provide sites for new housing. Over the years, the Welfare Department has developed a close liaison with Housing Authorities. The appointment of wardens needs the approval of the County Council and I am consulted on each appointment. Similarly, all plans are scrutinised by staff of the Architect's Department and any observations they have to make are always considered before finalisation.

This Authority places increasing importance on warden supervised schemes and to encourage Housing Authorities to adapt their schemes to include wardens, we have reduced major schemes to 12 Units and where a development existed before the scheme came into operation, we are prepared to recommend an upgrading to a warden controlled scheme either by the addition of more units or the appointment of a warden and the fitting of a call bell system and other refinements, if practical.

We again held a successful Course for wardens during 1970 and, from these discussions, we are able to plan new features that can be introduced into future schemes.

Details of applications received from Housing Authorities during 1970 are as follows:-

HAWARDEN R.D.C.

6 Bungalows at Penyffordd.	Minor Scheme
5 Bungalows at Cymau	Minor Scheme

HOLYWELL R.D.C.

17 Bungalows at Rhosesmor.	Major Scheme
9 Bungalows at Rhewl Mostyn	Minor Scheme
10 Bungalows at Caerwys.	Major Scheme
8 Bungalows at Gwaenysgor	Minor Scheme

HOLYWELL U.D.C.

16 Bungalows at Greenfield To be Upgraded	Major Scheme
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FLINT M.B.

39 Flats, Central Area	Major Scheme
23 Flats, Highfield, Bagillt	Major Scheme

BUCKLEY U.D.C.

24 Flats, Coppa View	Major Scheme
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The number of available Units of Sheltered Housing at the end of 1970 is as follows:-

<u>MINOR SCHEMES</u>	<u>MAJOR SCHEMES</u>	<u>NO. OF PERSONS ACCOMMODATED</u>
45 - 358 Units	32 - 759 Units	1,371

Since the end of 1969, a total of 212 additional elderly persons were accommodated in Sheltered Housing.

DOMICILIARY WELFARE SERVICES FOR ELDERLY PERSONS

Because of the size of our waiting list, it has been necessary to provide supportive services to those awaiting a place in a Residential Home. Great emphasis has always been placed on the creation of a service that will enable elderly persons to remain in the community as long as possible without breakdown and our programme of Sheltered Housing has contributed enormously to this end. If we are to pursue this course, then other agencies such as Meals on Wheels, Home Help, Chiropody, and Visiting Services must all be geared to this aim and our Officers in the field act as liaison Officers to fit these Services in as they are required.

Much of our work in this respect lies with the elderly in isolation, either geographically or through their own withdrawal from society. Those who are able to visit Clubs for the elderly and maintain a contact are not a liability to the same extent as the isolated; much time is consumed in establishing some contact with such people and the breaking down of suspicion barriers and establishing an atmosphere of trust. A great deal of material aid can be organised by the help of voluntary bodies but their efforts in the main lie in the provision of Clubs for the elderly and services of the less personal kind. I have always felt that skilled social workers should not be encumbered with continuity of visitation once the ground has been broken and contact established with a person living in isolation and I think, in the new Social Services Scheme, we should try and recruit volunteers who would be prepared to be attached to Social Work Teams. We have previously thought of travelling wardens but, in view of the new look that would be required on Social Services generally, Social Work Teams could be strengthened by the attachment of a few volunteers who are mobile and who would be prepared to visit elderly people after some contact has been established. I have already found that a person without any official attachment is able to make some headway once a contact has been established and is thus able to save an Officer's time on follow-up work. In spite of a great deal of publicity that is given to domestic legislation and the like, there is an appalling ignorance amongst many people as to their rights, such as rate rebates; security of tenure under the Rent Act; various concessions and additional allowances that are available in certain cases of hardship. I have found that matters of this kind will not always be divulged on a first visit and only come out in conversation over a period of subsequent visits. If we can get the right type of volunteer for attachment, this would be a wonderful support to our Field Work Teams, who could be utilised in a more constructive and directing role.

DAY CARE IN HOMES FOR THE AGED

This has proved a valuable adjunct to our residential services but, owing to limitations of space in existing Homes, it is not possible to develop this to the extent that warrants the demand. I have made a careful survey of the size of this demand and this has revealed that there are approximately 50 - 60 persons who could be catered for on a day care basis.

In the programme of capital projects for 1971 - 72, it was decided to include a Day Care Unit but as the new Social Services Department will be taking over the activities of the Welfare Department, amongst others, it may be necessary to look at this requirement against the provision of other social requirements when deciding priorities and it may be necessary to put this back in the light of more urgent requirements that will fall to the responsibilities of the new Department.

There are obvious benefits to be derived from day care, where elderly persons are residing with families comprising small children, or single relatives who are the sole wage-earners. Day care would provide a welcome relief in such cases and prevent families from completely abdicating their responsibility for an aged relative. The failure of certain persons to continue to provide for their elderly relatives has been deplored from time to time but, in the makeup of modern society, economic circumstances have forced certain persons to earn their own living in order to maintain the household.

The provision of Adult Training Centres for the Mentally Handicapped was a most successful venture inasmuch as it relieved an overburdened family during the day and yet kept the family intact and, because of the supervision that could be exercised by the Local Authority, continuity of care could be offered when relatives were no longer able to offer this themselves.

Housing Authorities have, in their development of sheltered housing, erected Community Centres for the provision of recreational facilities for those elderly people who are accommodated in sheltered housing. I am now wondering if these Community Centres could not be utilised for day care and be staffed by volunteers who could be supported by a Grant made under Urban Aid. The type of cases suggested are those too infirm to attend a Social Centre as such and who would otherwise be at risk when permanent accommodation was not available.

The number of days on which day care was provided on a restricted basis during the year was 375.

Day care was provided in four Homes during the year, viz.,

Hafan Glyd
Llys Alun
The Lawn
Y Gorlan

and the number of persons catered for amounted to 21.

ORDINARY RESIDENCE

Section 24 of the National Assistance Act 1948 provides that the Local Authority liable to provide residential accommodation is the one in whose area the person requiring such accommodation is ordinarily resident. In the case of a person who has no settled residence, or being ordinarily resident in the area of another Authority, is in urgent need of residential accommodation, the

Authority in whose area he then is, is to provide the accommodation. In the latter event, arrangements are entered into for the recovery of maintenance costs from the Authority of ordinary residence, when this has been established. Any dispute is to be determined by the Minister.

By agreement with other local Welfare Authorities, financial responsibilities are accepted for the residents as follows and, conversely, we provide residential accommodation on behalf of other Local Authorities who assume financial responsibility -

	<u>MALE</u>	<u>FEMALE</u>
(a) Residential accommodation provided by other Local Authorities	10	5
(b) Residential accommodation provided by Voluntary Organisations	30	65
(c) Residential accommodation provided on behalf of other Local Authorities	1	3

During the year, financial responsibility has been accepted for 11 persons deemed to be ordinarily resident in the Flintshire area; 2 persons who were the responsibility of other Local Authorities have been provided with residential accommodation in Flintshire Homes.

The costs of expenditure per thousand population in respect of persons in other Authorities' Homes for whom Flintshire is responsible is still on the high side at £177 1 0d per thousand population, or £20 more than last year. Conversely, the cost of providing accommodation in our own Homes is £525 17 0d per thousand population and is the lowest in Wales. As we are now opening three new Homes over a period of three years, this acceleration will tend to push up our own costs somewhat, but may reduce the cost on other Authorities' Homes.

TEMPORARY PROTECTION OF MOVEABLE PROPERTY

It is the duty of the Council, under Section 48 of the National Assistance Act, 1948, to protect, where necessary, moveable property of persons admitted to Hospital or Residential Homes, where it appears there is a risk of loss or damage, and where no other arrangements can be made for instance, by a relative, whilst they are temporarily unable to safeguard their own effects. Their duty mainly arises in respect of the property of persons admitted to Homes for the Aged and Hospitals where there are no relatives or friends who are prepared to undertake this responsibility. It is often confined

only to the safeguarding of any jewellery or other valuables for safe-keeping and the securing and subsequent supervision of the property would require adequate steps such as changing of locks and notifying the Police where a house is likely to remain empty for some time. This service has the effect of easing the minds of those persons who would otherwise be seriously disturbed about the safety of their belongings. During the year, the Department dealt with 82 cases when it was necessary to safeguard property. It must be emphasised that in every case where this is necessary, two Officers always enter a house and an inventory of the contents is taken as this imposes an onerous responsibility upon the Department when the possessions of a resident are fully safeguarded. I am afraid that this type of work is time consuming and often those involved are subject to risks from vermin and the dirty conditions of the premises that are inspected. If a resident is unlikely to return home again, then after allowing for a settling-in period, a Case Worker will discuss with him the desirability, or otherwise, of disposing of the contents of his home, where there is no other person able to do this. This often amounts to both the sale of furniture and of the house and, in all cases where property is concerned, the matter is immediately referred to a Solicitor of the resident's choosing, if he is in a position to discharge his own affairs and also an Auctioneer is consulted where only furniture and effects are involved. Where a person is unable to discharge his own affairs, arrangements of a long-term nature have to be made, which often involve my applying for the appointment of a Receiver to discharge that person's affairs and put his financial position in order. It is frequently found that because of a person's confused condition, which may have prevailed for some time before the case was referred, financial difficulties are encountered. Often, there are arrears of rates and other charges, which have mounted up. Important documents may have been burned or mislaid and a considerable amount of administrative work is involved in putting the person's affairs in order before starting to discharge existing debts and undertake liability for any other charges.

One of the services that has proved of inestimable value to residents over the years is the setting up of suspense accounts. Under the National Assistance Act, every person admitted to residential accommodation is entitled to retain such sum per week as may be prescribed by the Minister or such other sums as in special circumstances the Authority may consider appropriate. Many residents are, therefore, unable to appreciate the amount they are entitled to and in order to safeguard their money, arrangements are then made for all or part of this amount to be paid into a suspense account each week by the Superintendent of the Home. This is an interest bearing account and has been the means of ensuring that when a death takes place, there is often money in the suspense account to meet funeral arrangements and has, in recent years, saved the Local Authority a con-

siderable amount of money that may otherwise have been spent on funeral arrangements, which we have entered into contract with. The total amount paid into the suspense account during the year under review amounted to £12, 895 9 0d.

RECEIVERSHIPS

The County Council has appointed me to apply to the Court of Protection for the appointment of Receiver where no other person is willing or able to do this and, in many cases, where an elderly confused person is admitted to care, investigations reveal that this appointment is necessary. The procedure is long drawn. It requires medical evidence of a resident's incapacity, which has to be submitted to the Court together with full details of financial assets and property, and what is considered best in the interests of the patient. A close knowledge of the stock market is required because one often discovers there already exists certain stocks and shares in a patient's possession and if these have matured or are about to mature, the Court will obtain advice on their reinvestment in some other type of security. Similarly, where there is a substantial amount of cash, and this is more than that required by the patient, the Court will arrange for this to be invested as well, which will provide an income. During the year under review, the circumstances of 5 patients were investigated in relation to the need for Receivership action and 2 Orders were made. During the year, 2 Receivership cases in which I acted, were determined owing to the deaths of the patients. As at the 31st December, 1970, the estates of 23 Flintshire patients were currently being administered.

This work is obviously on the increase, mainly because our elderly population is living on but, unfortunately, and this is sad to relate, their latter years often bring on a state of gross confusion and if the person is possessed of means, then the Department has an onerous task to undertake in the safeguarding of the patient's assets. Because of the important intimate character of this work, it claims some part of every working day to ensure that nothing is included or overlooked in the administration of these assets.

Substantial amounts of old Poor Law arrears are carried on our books. Most of these are charges against Funds in Court set up under former Receiverships, which have now been discharged from Orders but these charges are not recoverable until the death of the patient. These cases are kept under quarterly review and something is recovered each year. It must, however, be borne in mind that due to the depreciation of the Funds over the years, each of these will eventually have to be written off. Poor Law arrears recovered during the year amounted to £137 11 8d and the amount of outstanding charges in this respect on the 31st December, 1970 was £3,883 0 8d. The value of the Fund in Court is £2,516 8 6d.

BURIALS AND CREMATIONS

Section 50 of the National Assistance Act, 1948

It shall be the duty of every Authority to which this subsection applies to cause to be buried or cremated, the body of any person who has died, or been found dead in their area; in any case, where it appears to the Authority that no suitable arrangements for the disposal of the body have been or are being made, otherwise than by the Authority. This power is extended to Councils under Section 50, subsection 3 of the Act.

The Council own grave spaces at Rhyl, Prestatyn Mold and Hawarden, and we are fortunate in having accepted tenders of undertakers who have a Chapel of Rest in order that the deceased can be removed from the Home with the minimum of delay. Funerals are always carried out with all reverence and respect to the departed and the undertakers maintain a high standard of workmanship.

During the year under review, 41 deaths took place in our Homes and in every case, costs were recovered from the estate of the deceased after winding up. Owing to our system of opening suspense accounts for those residents who are unable to appreciate all or only part of their pocket money, many residents who might otherwise not possess any money or insurance and who have no relatives or friends to act for them at the time of their death, now have substantial amounts saved to their credit and this has been a considerable saving to the County Council in funeral charges.

Matrons of our Homes receive gifts of flowers after cremations, from relatives or friends of a deceased person who may have patronised that Home during their lifetime and these gifts are almost weekly features and are very much appreciated.

VOLUNTARY ORGANISATIONS

As I have said earlier, this is my last report as County Welfare Officer and I cannot let this occasion pass without paying the highest tribute to all the Voluntary Organisations in the County for their invaluable assistance during the year. They are a valuable ancillary to the Welfare Department and we are conscious of the fact that, without this valuable help, much of our work would suffer.

The success of voluntary co-operation depends on the close co-operation and confidence on both sides and this can only be achieved by frequent contact by members with those of the staff. Having built up this close weekly association with the many organisations attached to the Welfare Services, I can see wider spheres of development opening in other fields under the new Social Services Department, which covers wider horizons than welfare of the aged.

Field worker teams can learn much from certain members of the Social Services Department in the methods employed to encourage involvement by voluntary organisations and this must form a major part of every Social Work Team's tools of the trade if it is to play its part in new roles of the future. The new terms of reference are so much greater than before and a successful work team should have a group of voluntary workers attached to it to act as ancillaries and to assist with visitation of elderly and handicapped persons at risk, reporting back to the team leader any features that might require positive or preventive action. Visiting elderly people at home is an important part of every Welfare Service but is also very time consuming. Officers simply have not the time to do it and, in any event, this is a waste of the professional services and could much better be carried out by volunteers of the right calibre attached to Social Work Teams who would follow up initial visits made by team members and maintain contact, thus providing direct lines of communication to prevent breakdown. This is a new idea in Flintshire, but I have found that, although only used in a small experimental way, it has great possibilities if the right kind of person can be found.

In spite of the great strides made in the erection of sheltered housing by Flintshire Housing Authorities, there are many old people who, because of their immobility, have become steadily withdrawn and it is these who we have to seek out and give some form of social support to ensure that they are not forgotten by others.

The record of voluntary workers in this County now comprises Meals-on-Wheels Organisations; Chiropody Scheme Organisations; Housing Schemes through Abbeyfield Societies; Mobile Library Services to the Hospitals; Social Clubs and Luncheon Clubs; Holiday Schemes and Coach Trips; car rides on summer evenings from our Homes for the Aged. Through our Meals-on-Wheels Scheme, we have been able to discover cases which have deteriorated through self-neglect and withdrawal as these same visitors have undertaken a clean-up of the individual who is encouraged to attend one of the Homes for day care and gradually weaned back to a higher standard of living.

I have often stressed that the greater the strength of the individual in society, the stronger is the community itself.

Looking back a few decades ago, our small Welsh communities were bound around the Chapel or the Church in the village. These also produced the leaders and communities depended heavily on them for support. Now, with the scarcity of clergymen and ministers and the falling off of attendance, together with the wider educational influences for everyone, these influences have receded and whilst this might be a robust and healthy element in certain structures of our society, the speed of living today has no place for those less fortunate

and a system of social support must be built into our pattern of society in view of the greater expectation of age both in the young and older generation.

Much of our statutory Local Government services grew from voluntary efforts of past generations. I refer to the old Tontine and Friendly Societies, which gave place to National Insurance and Health Services.

Similarly, voluntary workers can still play a big part in helping statutory services to discover need and help in the various ways of meeting this.

I am indebted to the Student Work Group from Bangor University and to the Mold Junior Toc 'H' Group, both of which carried out major clearing up operations on homes of aged persons and inadequate types. These are the commando troupes of every Welfare Department and are the salt of the earth, always ready to go anywhere when required, and at any time. I am indeed grateful to these young people for their enterprise and spirit.

To all those dedicated workers attached to all manner of Voluntary Organisations throughout the County, I extend my warmest thanks and appreciation for all you are doing. Our County is enriched by your activities and I hope others will come along to fill the gaps as and when required.

WELSH OLD PEOPLE'S WEEK

The 18th Welsh Old People's Week took place this year from the 27th September to the 3rd October, 1970.

This is arranged nationally by the Welsh Office and is an opportunity of drawing the attention of the public to various ways in which the elderly can be assisted.

The Week mainly takes the form of various types of entertainment, parties and outings that are arranged during the week, or before or after the week, and presents an opportunity to local organisations to publicise their activities in the neighbourhood. As in previous years, the main event was a County Festival of Darby & Joan Clubs, which is arranged by the W.R.V.S. and held at the Holiday Camp, Prestatyn. This is usually attended by about 600 elderly persons, who are conveyed by coach and entertained to a high tea and either competitive musical items are arranged or a high class Concert.

The Chairman of the County Council and his lady are usually invited, together with myself and old people from every part of Flintshire attend.

An important feature is the Art and Craft Section of the Festival, which highlights the work of the Clubs during the year.

Other Organisations arrange parties in their Clubs and many combine this with a Harvest Festival Service.

This year, an Essay Competition was arranged by the National Council for the Elderly in Wales but, unlike previous years, no prizes came to Flintshire.

CHRISTMAS FESTIVITIES IN HOMES FOR THE AGED

Once again, we provided the usual Christmas cheer for all our elderly citizens accommodated in Homes throughout the County. The Social Services Committee agreed to increase the grant per head from 12 6d to 15 0d which enables those in charge to make better provision in view of rising costs.

Each resident receives a personal Christmas Card and a present off the Christmas Tree. We are fortunate in having the artistic ability of Mr. R.W. Bithell, a member of the staff, who designs our Cards and, this year, he drew a beautiful picture of Mold Parish Church. The goodwill of Schools and members of the community is always extended to our residents at Christmas time, in the many Concerts and Carol Services that are given every year.

I would also like to express my appreciation of the generosity of two Voluntary Organisations, viz. The Child Welfare Clinic, Connah's Quay, and The Works Relations Department, Shotton Steelworks, who donated money to the Samaritan Fund which enabled me to assist some poor families in the community.

I would also like to thank the many friends of our Homes, who give both practical assistance and gifts of money to help us to provide those little extras on this special occasion.

I am also grateful to the Chairman of the Social Services Committee for his close interest in all our Homes. Also to the Chairman of the County Council and the Vice-Chairman for their interest; the Chairmen of the various Local Authorities in whose areas the Homes are situated and other members of public bodies for their interest in our old people throughout the year and especially at Christmas.

THE GUILD OF SOCIAL WORKERS IN WALES

The Guild has continued to maintain and unite the interest of all the members of the Social Service Departments in the County and another successful year was held during 1970.

Eminent and nationally known speakers have been engaged over the years to address the Guild and this standard was maintained again in 1970 when we were privileged to have Professor H. Ferguson Anderson of the Department of Geriatric Medicine, University of Glasgow, who spoke about "The Preventive Aspects of Geriatric Care". The impact on the well-attended meeting which took place in the Council Chamber was deeply felt and will remain for a long time.

A very successful One Day School was held at Llandudno in November and the speakers were Mrs. B.N. Fawkes, Chief Education Officer, The General Nursing Council for England and Wales and Dr. F.P. Peach, Senior Medical Officer, Denbighshire County Council.

A further meeting was held at Holywell in November when the speaker was Miss Nesta Davies, Advisory Officer of the Citizens Advice Bureaux, The Council of Social Service for Wales & Monmouth, who spoke on "The Developing Pattern of Citizen's Advice Bureaux".

All meetings are well attended and the fact that the Guild has maintained its popularity as a forum for the dissemination of ideas and learning over so many years, speaks well of its appeal to social workers of all types.

Dr. G.W. Roberts, as Chairman, and Mr. Eric W. Arrowsmith, as Secretary, are to be congratulated on their keenness and the enthusiasm that they are able to project to the various Social Service Departments.

NORTH-EAST WALES MENTAL HEALTH COMMITTEE

Only two meetings were held during 1970, one at Abergele and the other at Wrexham. The matters under discussion were the provision of a sheltered workshop at Rhyl and the need for establishing a psycho-geriatric unit.

A Conference of all the Liaison Committees in Wales was held at Llandrindod Wells in October 1970, when much useful discussion arose concerning the future role of these Committees. A further meeting was held on the 13th November at Wrexham, when it was reported that the Wrexham, Powys and Mawddach H.M.C. contemplated proposing a scheme to the Welsh Hospital Board for the establishment of a Psycho-Geriatric Assessment Unit at Wrexham. There were facilities at the Maelor General Hospital in Annexe 2 and the Penley Hospital could be adapted as a Joint-User Holding Unit, if this is agreed, and be jointly administered by the H.M.C. and the Flintshire County Council.

IN RETROSPECT

As 1970 draws to a close, and 1971 is being heralded, I am reminded that this is the last time I shall be adding these final paragraphs to my Annual Report of the work of the Welfare Department for the County of Flintshire.

Purely for the record, I reiterate that the Department itself is phased out of existence as from midnight on the 31st December, 1970, and becomes merged from that time into a larger structure to be known as the Social Services Department and that Department will be under the guiding hand of its Director, Mr. Dennis P. Hughes who will, doubtless, be the author of future Reports.

The year 1970 has been highlighted perhaps by:-

1. Its being a Parliamentary Election year, which brought about the fall of one Government and the establishment of another.
2. The general inflationary tendency of the economy.
3. The preparation for conversion to a new coinage and the decimalisation of the currency.
4. Abroad - the catastrophic typhoon which caused the loss of life of thousands of Pakistanis and the homelessness of thousands more.
5. The entry of China into space travel technology.

In spite of these events of national and world interest and importance, I find my mind tends always to revert to our own little world and our service to the local community.

The maintenance of standards and, indeed, the progress of the service and its vital need is, I think, amply reflected by the foregoing statistics of this Report and it is somewhat natural that my thoughts should be directed to the most recent major event in our calendar - the official opening of our newest purpose-built Home, known as Llys Nant, Prestatyn, at which some 120 leading citizens of the County saw the result of our Welfare Service in action. I, of course, had the advantage of knowing the conditions under which the individual residents of the Home had been living before their cases became the concern, study, and action by our field workers. These conditions embraced all the difficulties and terrors associated with old age, loneliness, poverty, weakness, inability to cope with the day-to-day necessities of life leading to a state of under-nourishment and, all too frequently, inattention to personal hygiene and, in some cases, to utter depression, despair and the mere waiting in hopelessness for the end.

On the 10th December, 1970, I was privileged to show our guests for the day, the conditions under which these same sufferers were living as residents of a modern purpose-built Home for the Aged. To see them was to know they had come through the valley of despair into the calm and peace of living once more, with regular meals, well cooked and served, clean and comfortable quarters, their personal treasures around them, purpose-built rooms, corridors and amenities - they have, indeed, found a new purpose in living.

As I see them, I am somewhat forcibly reminded of the words in which the Heavenly Host is described in The Book of Revelation as - "These are they which came out of Great Tribulation they shall hunger no more" words which seem particularly apposite to the resident guests of our Homes.

With this thought in mind, I feel we have, to a great extent, reached the point of real achievement, a true end-product of our labours - the real gratitude and happiness of those for whom we have laboured, with the great stimulus of your support, sympathy and encouragement, ladies and gentlemen. A rich reward, indeed, for us all.

I might add that, over the years, with your continued support and that of a team of dedicated workers, both "in the field" and "in the office", a store-house of knowledge and understanding of the problems involved with old age, of expertise in dealing with them has been built up and this fund of knowledge is available to our successors.

Let us pray that it is drawn upon to the full, remembering always that our devotion, service and duty is to those who may still be in the valley of uncertainty and doubt - old age - and their need is great.

